

Region 4 Collaborative Reference Project

Progress Report
October 4, 2002

May 2002 participants

- Denison Memorial Library at the University of Colorado Health Sciences Center
- J. Otto Lottes Health Sciences Library, University of Missouri - Columbia

Hours of coverage

- May – August:

2pm – 6pm CDT, M-F

Missouri: 2-4pm CDT

Colorado: 4-6pm CDT

- Since September:

10am – 6pm CDT, M-F

**Colorado: 10-12pm
CDT**

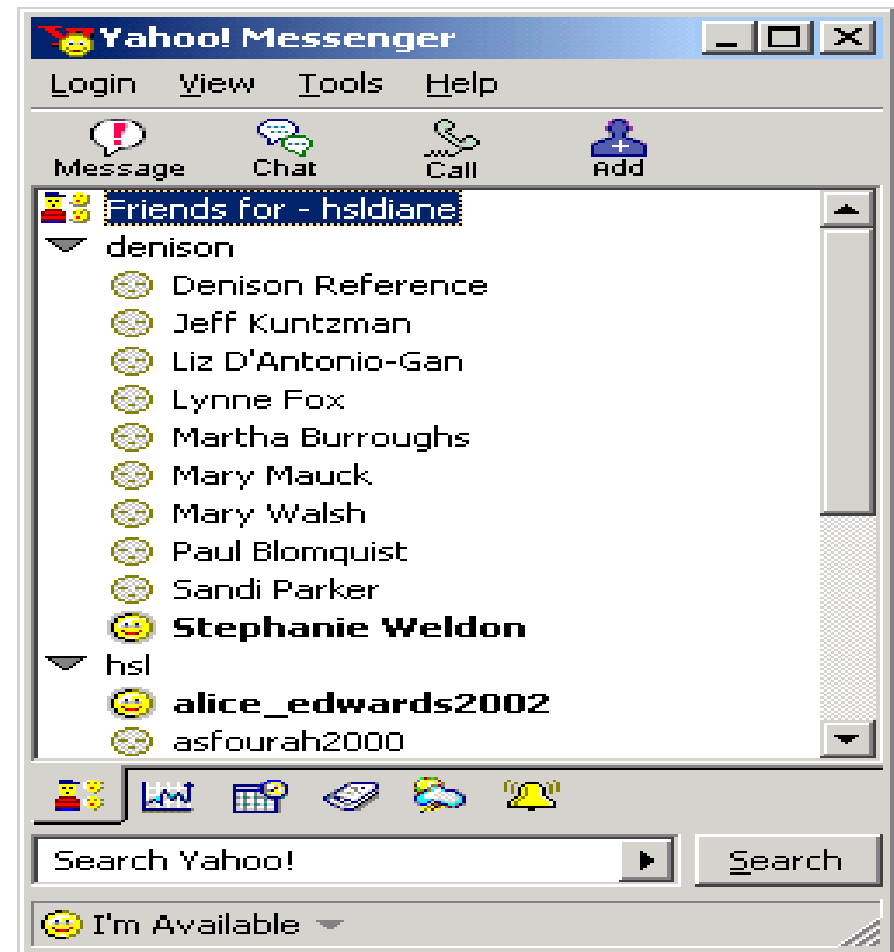
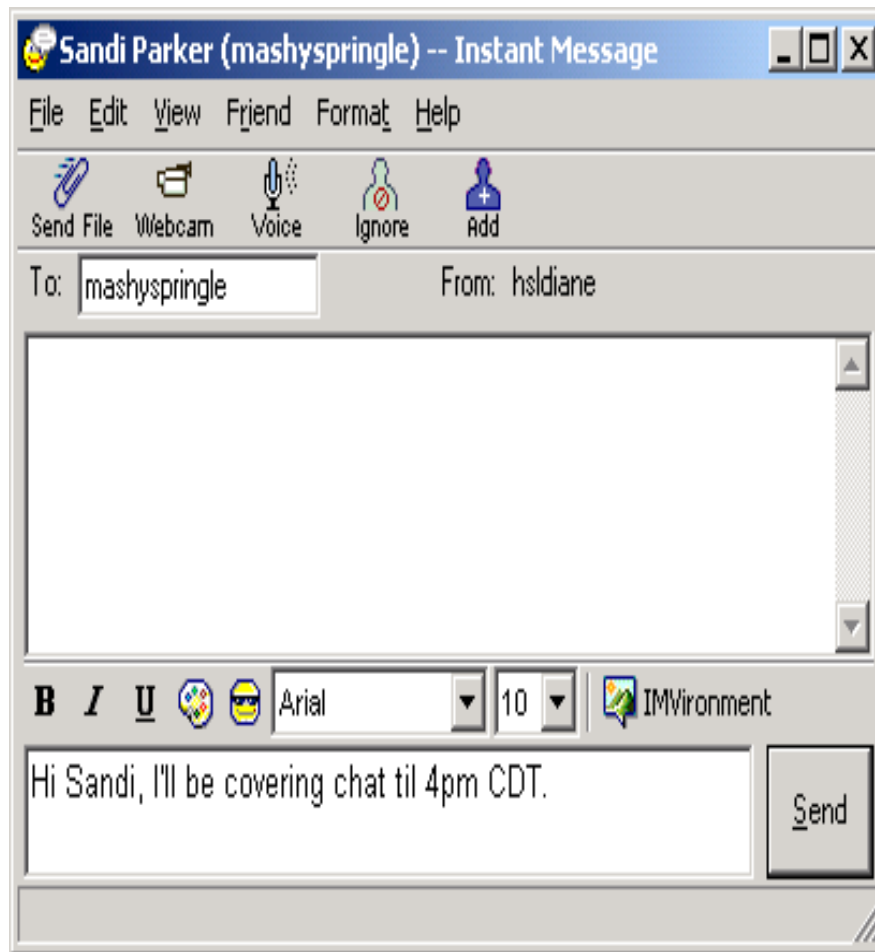
Missouri: 12-4pm CDT

Colorado: 4-6pm CDT

24/7 Reference Features

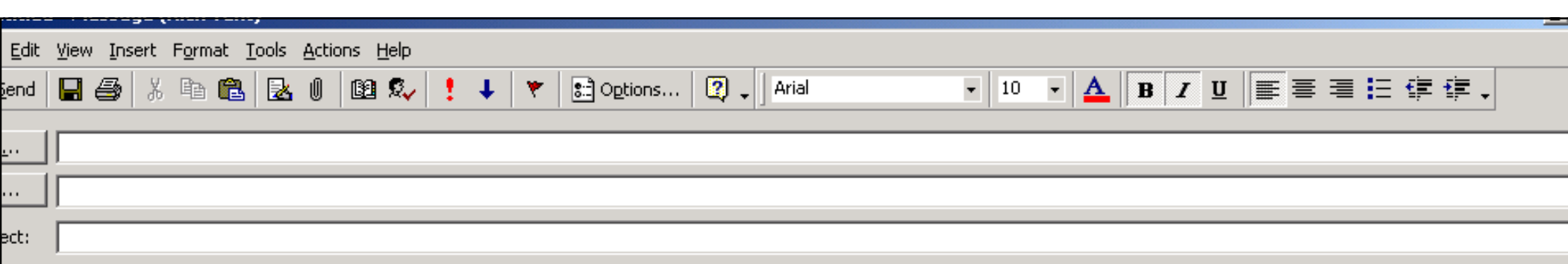
- Escort/Co-browsing
- Can send screenshots from pdfs, word documents, Powerpoint, etc
- Automatic email of transcript to user, including websites visited
- FAQs/Canned scripts
- Statistics (now downloadable to MS Access)

Friends List on Yahoo! Messenger™



Promotion

- Campus & regional library listservs
- Homepage news
- Posted signs
- “Advertisement” with email signature



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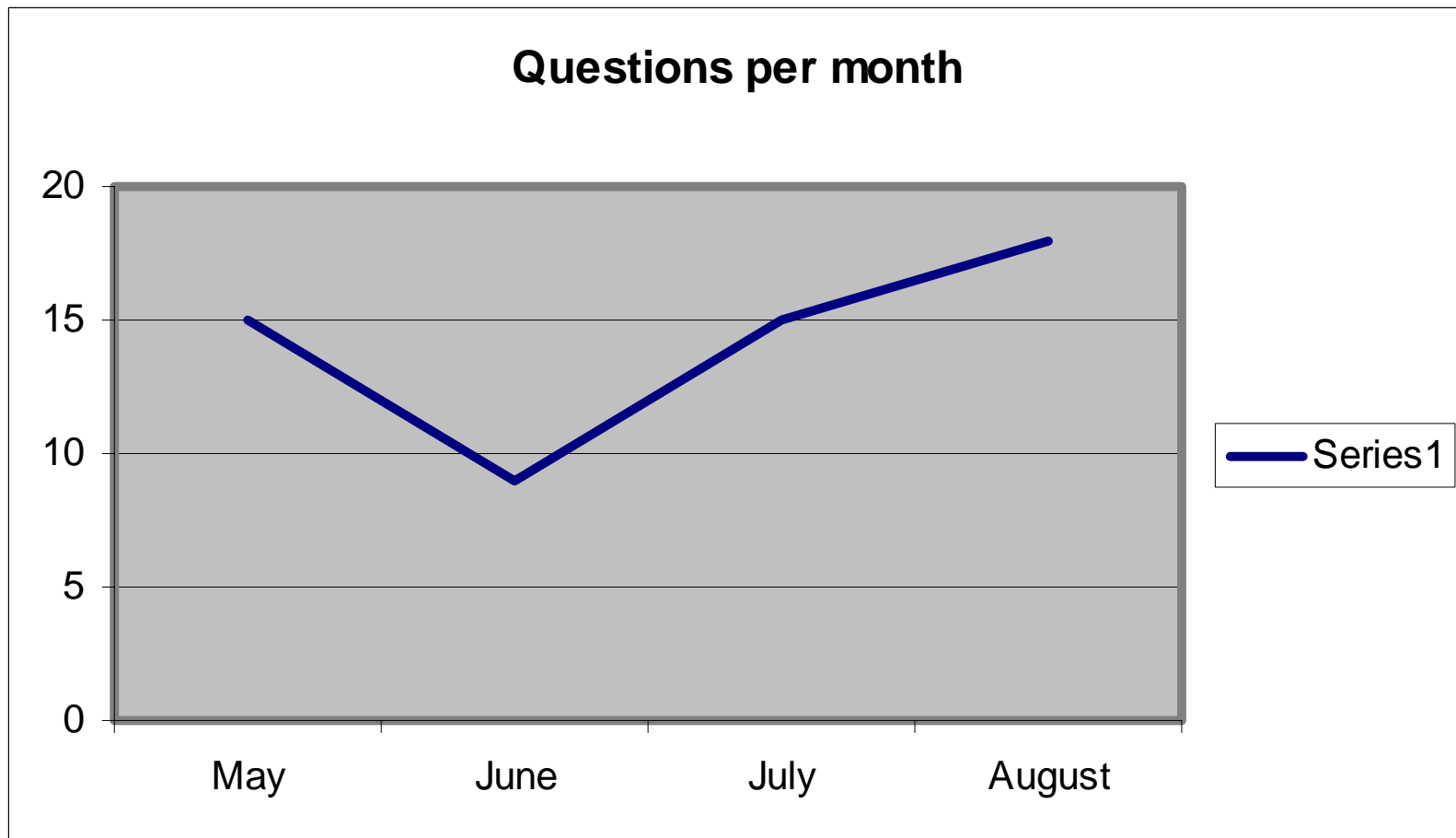
***Live Reference Available on the Library website /
Monday - Friday!***
<http://www.muhealth.org/~library/info/contactus.html>

Promotion

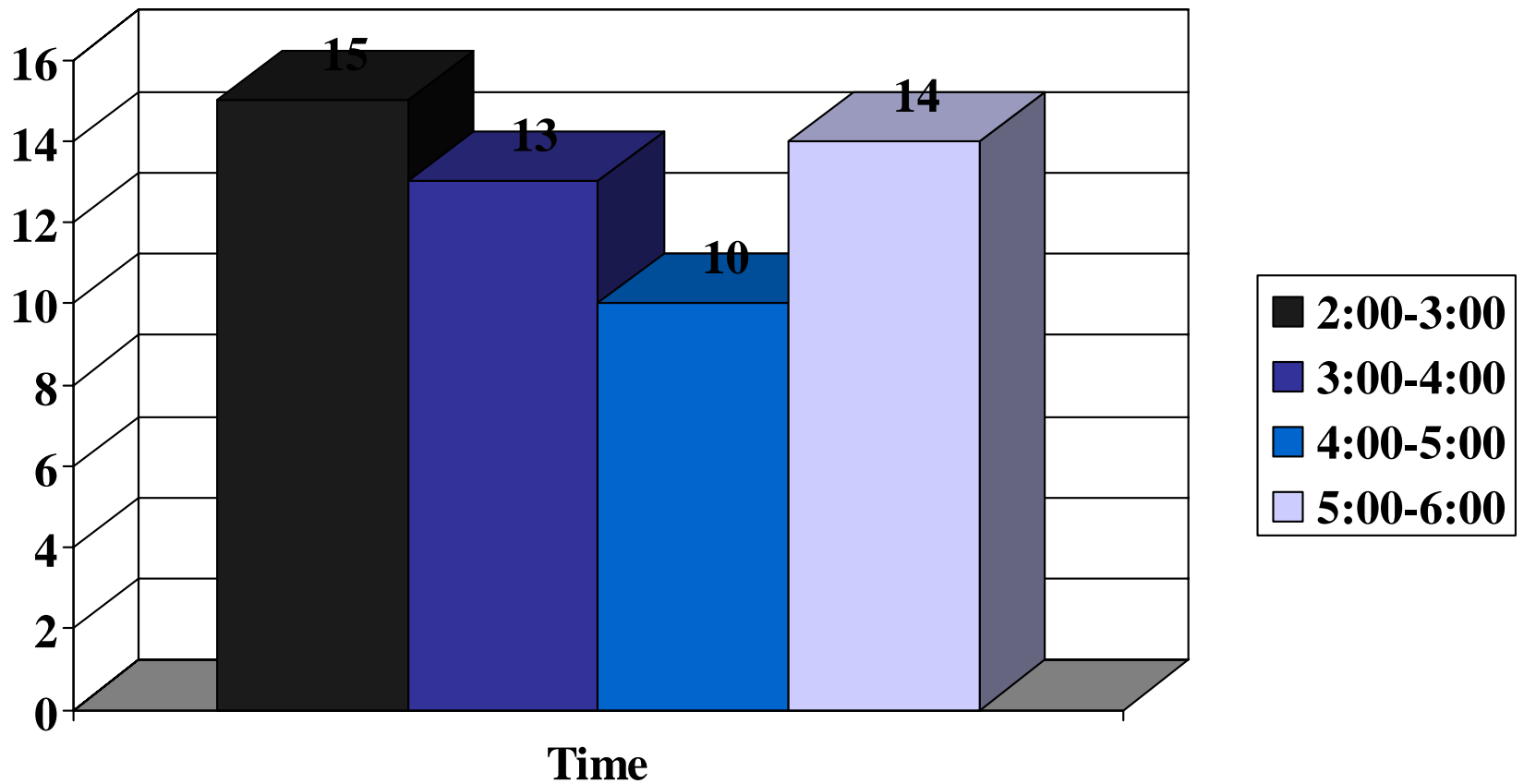
- Campus & regional library listservs
- Homepage news
- Posted signs
- “Advertisement” with email signature
- Linked from every page on Lottes site

Phone (573) 882-4153 · Fax (573) 882-5574 · [Comments](#)

Questions Per Month

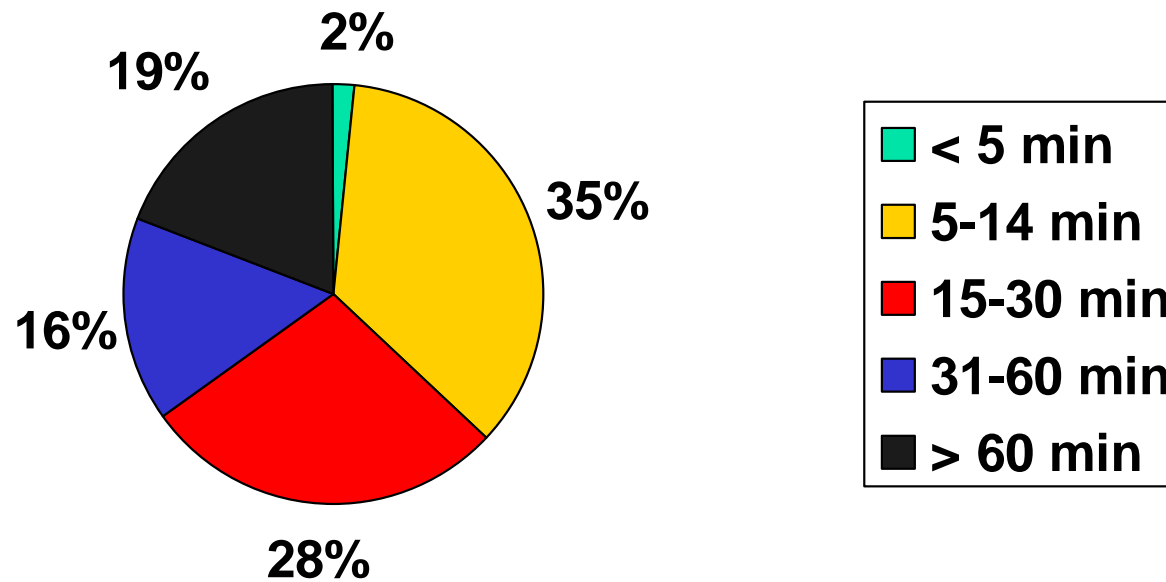


Call Distribution (CDT)

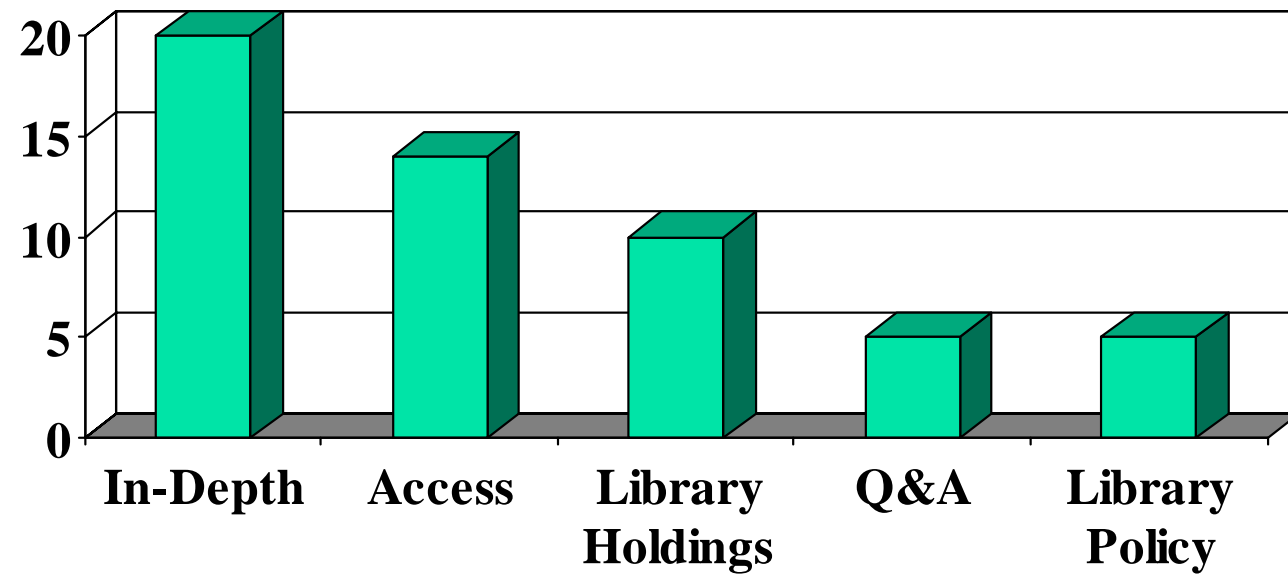


Most sessions took 5-14 minutes

Session Length



Types of Questions



In Depth

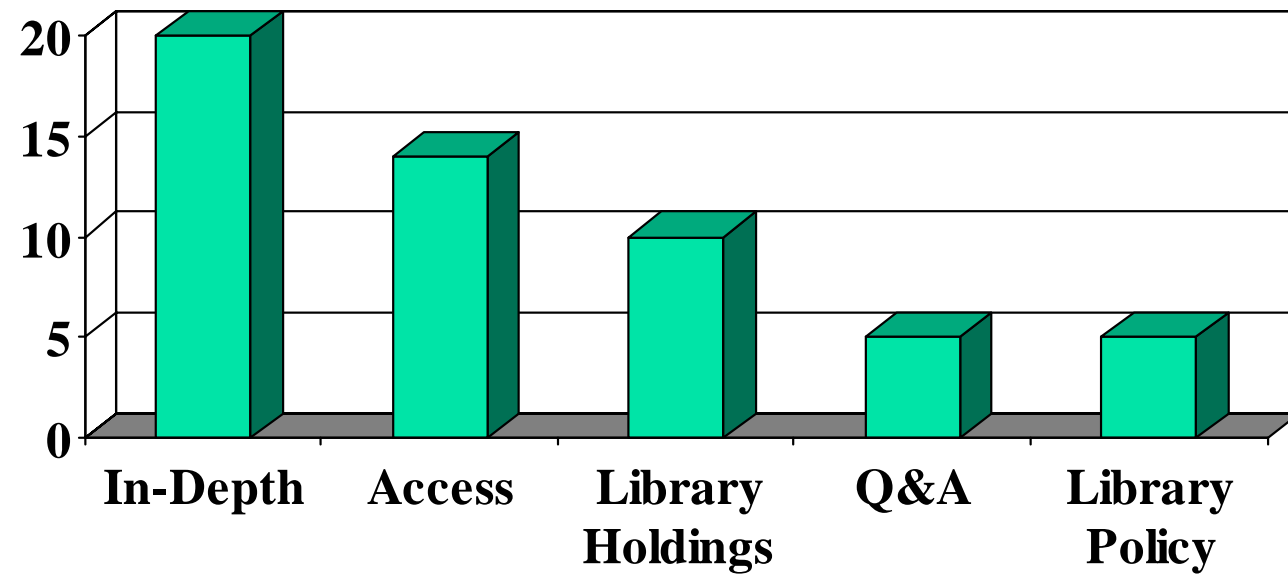
*I am trying to find information on
this drug: n-demethyl rifampicin*

In Depth

Is there a medical eponym reference online?

*I am trying to find a pathology term
"Caspleman's syn" or "Casplemans
disease"*

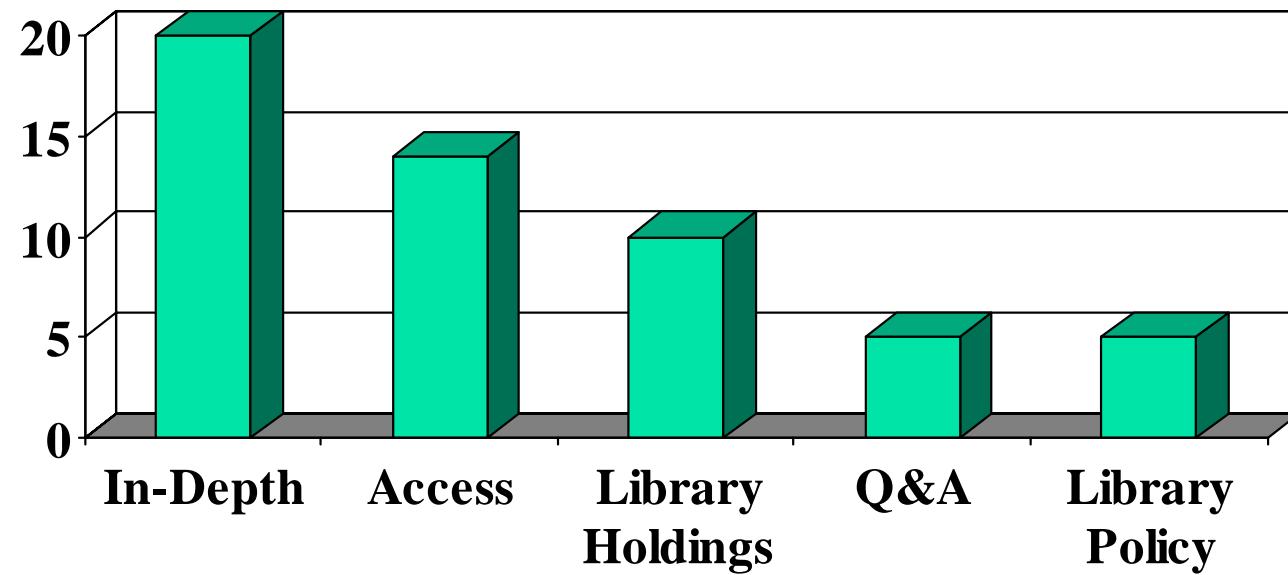
Types of Questions



Access

*I'm trying to access "journal of
neurology" by Impulse, but it
requires a password*

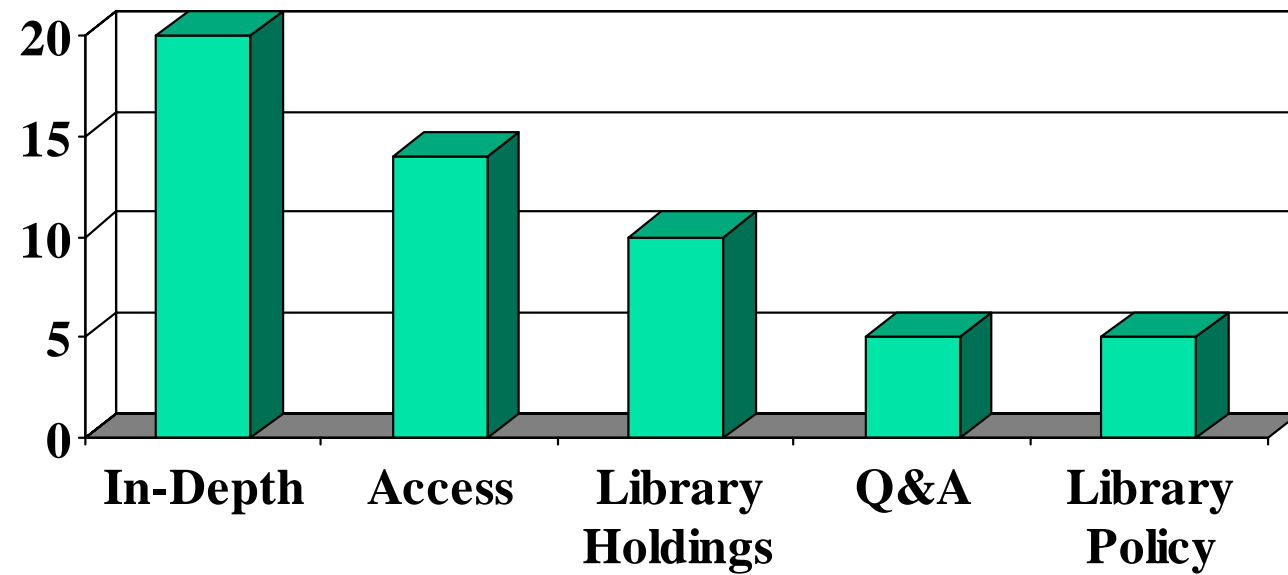
Types of Questions



Library Holdings

*Do you have access to Journal of
Personality and Social Psychology
vol.51?*

Types of Questions



Q&A

*I have a patron who needs to
verify the publisher & city for the
book:*

*Clinical immunology in principles
and practice*

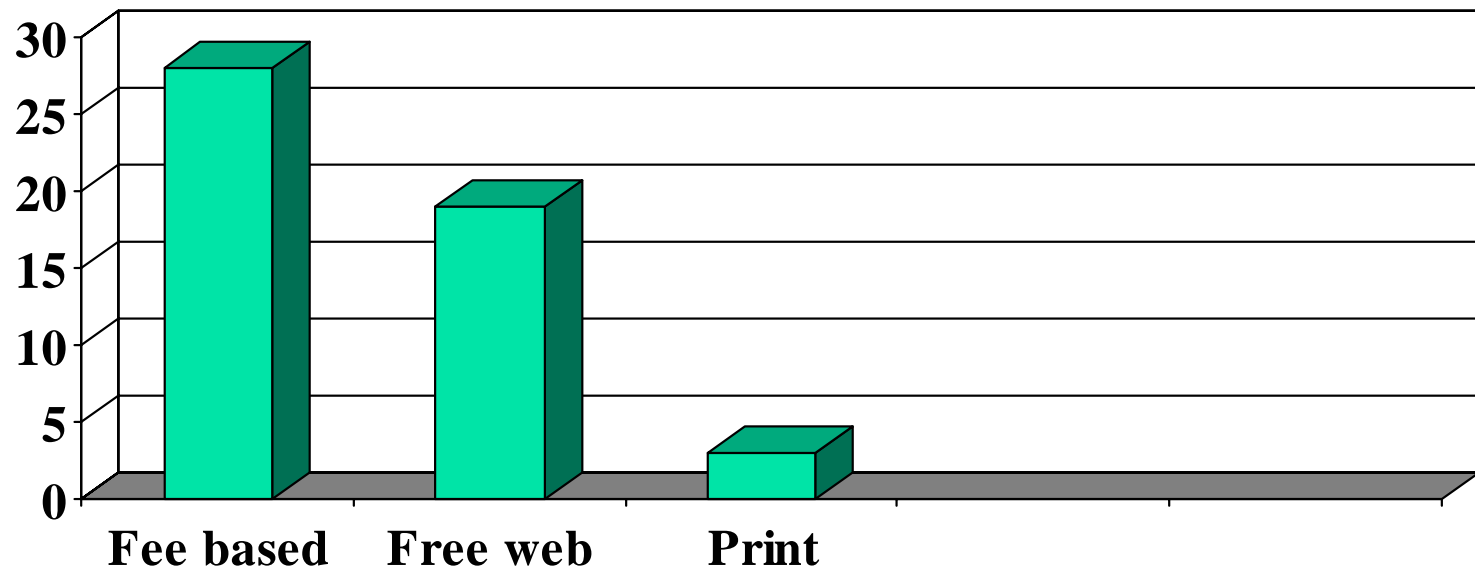
Library Policy

I tried to renew my books, but it said that my registration had expired...what can I do?

12% required followup with home library

- Adding an additional seat would make these handoffs more seamless

Resources Used



17 questions (29%) required
followup via email or phone

3 repeat customers!

Escort (cobrowsing)

- Used in 21% of the sessions (12)
- Lingering technical issues
 - Can log in to password resources
 - Proxy-authenticated resources are still a problem

Future plans

- Forthcoming article in Med Ref Serv Q
- Add another library?
- Create shared scripts
- Gather supplemental data on each session
- Survey users of regular email during chat hours?
- User satisfaction survey

User comments

- Thanks - and this is a very nice service!
- Thanks! This is a great service you provide.
- I'll sign off now, thanks again. What a great service.

Try it!

- Link on <http://nnlm.gov/mcr>